**What is claimed is:**

1    1.    A   method   of   automated   repair   and   control

2    operation, comprising steps of:

3        creating   an   RMA   number   after   receiving   an   RMA

4            request form for returned product;

5        uploading   RMA   data   of   the   returned   product   to   a

6            database   of   a   factory   information   system   and

7            then verifying the RMA data;

8        checking   whether   claimed   defects   of   the   returned

9            product are accurate;

10       repairing   the   returned   product   according   to   the

11           claimed defects with correct checking thereof;

12       inspecting   the   returned   product   to   ensure   that   the

13           repair step is complete; and

14       packaging   and   shipping   the   repaired   returned

15           product.

1    2.    The method as claimed in claim 1, wherein data

2    files of the returned product, comprising *.xls files,

3    are   converted   to   readable   files,   comprising   *.cvs,

4    compatible with an RMA system.

1    3.    The method as claimed in claim 1, wherein RMA

2    data   of   the   returned   product   comprises   at   least   a

3    customer number.

1    4.    A   system   of   automated   repair   and   control

2    operation, comprising:

3        a plurality of hierarchical interfaces, of which at

4            least   one   comprises   a   series   of   returned

5    product and at least one is functionally
6    capable of receiving each input returned
7    product.

1    5.    The system as claimed in claim 4, wherein the
2    hierarchical interfaces comprise an RMA NO Generation
3    interface, creating an RMA number according to the
4    received returned product and adding, inquiring as to, or
5    editing RMA data returned product for requirements.

1    6.    The system as claimed in claim 5, wherein the
2    hierarchical interfaces comprise an Upload interface,
3    uploading RMA data to the database and adding, inquiring
4    as to, or editing the RMA data for requirements.

1    7.    The system as claimed in claim 6, wherein the
2    hierarchical interfaces comprise a Quality Control Data
3    Sorting interface, checking claimed defects of the
4    returned product and inquiring as to, or editing the RMA
5    data for requirements.

1    8.    The system as claimed in claim 7, wherein the
2    hierarchical interfaces comprise a Repair interface,
3    recovering the claimed defects of the returned product
4    and inquiring as to or editing the RMA data if necessary.

1    9.    The system as claimed in claim 8, wherein the
2    hierarchical interfaces comprise a Quality Control
3    Inspection interface, determining whether the claimed
4    defects is changed and inquiring as to or editing the RMA
5    data for requirements.

1    10.  The system as claimed in claim 10, wherein the
2 hierarchical   interfaces   comprise   a   Package   Order
3 interface, packaging the repaired returned product and
4 inquiring as to or editing the RMA data for requirements.

1    11.  The system as claimed in claim 4, wherein the
2 hierarchical   interfaces   comprise   a   system   setup
3 interface, creating suitable settings for the RMA data in
4 accordance with different processes.

1    12.  The system as claimed in claim 4, wherein the
2 hierarchical   interfaces   comprise   a   Report   interface,
3 outputting reports of the RMA data.

1    13.  The system as claimed in claim 4, wherein the
2 hierarchical  interfaces  comprise  at  least  a  Main  Menu
3 label and a Modify label, returning to the main interface
4 and  modifying  related  data  of  the  returned  product,
5 separately.

1    14.  The system as claimed in claim 4, wherein each
2 modifying section comprises a drop-down menu, displaying
3 all returned product.

1    15.  The system as claimed in claim 4, wherein the
2 hierarchical   interfaces   comprise   a   damage   condition
3 editing section, including all damage conditions for the
4 returned product.

1    16.  The system as claimed in claim 4, wherein the
2 hierarchical interfaces comprise a plurality of drop-down

3  menus, displaying a plurality of RMA numbers, inquiring

4  repair conditions for the returned product.

1      17.  The system as claimed in claim 4, wherein the

2  hierarchical interfaces comprise at least one date menu,

3  displaying all received RMA numbers within a period.

1      18.  A  system  of  automated  repair  and  control

2  operation, comprising:

3          a database storage system; and

4          a  plurality  of  hierarchical  interfaces  related  to

5                  returned   product,   directly   or   indirectly

6                  communicating with the database storage system,

7                  in  which  at  least  one  interface  comprises  at

8                  least a modifiable data input field, modifying

9                  the  returned  product  stored  in  the  database

10                 storage system.

1      19.  The  system  as  claimed  in  claim  18,  wherein

2  customer numbers of the returned product are uploaded to

3  the database storage system.

1      20.  The system as claimed in claim 18, wherein the

2  hierarchical  interfaces  comprise  a  Repair  interface,

3  including  repair  information  of  the  returned  product,

4  entered in corresponding fields and then recorded in the

5  database storage system.